

Request for Proposal **Community Development** **Software**

For the City of Fremont, Nebraska



Prepared by:
Fremont Planning & Public Works Department
400 East Military Avenue
Fremont, Nebraska 68025

August 2013

Section I - Introduction

- A. Purpose for RFP:** The City of Fremont is interested in contracting with a Community Development Software vendor to provide Workflow Automation and Tracking Services for building permits, building inspections, and code enforcement. Additional interest would be in planning and zoning management. Lastly, we are seeking, if possible, to add mobile capabilities, citizen access and response functionality.
- B. Background Information:** Located just 20 minutes west of Omaha, Fremont is characterized as a community with its historical roots in agriculture. With a population of approximately 27,000 residents, the community provides a small town atmosphere and affordable living with big city amenities. Located at the crossroads of US Highways 30, 77 and 275, Fremont serves as the gateway into the northeastern part of the state while also serving as an entry point into the Omaha metropolitan area. The City has added online functionality in the last three years for utility payments as well as park and recreation registration. Another area identified by the City Council for increased online functionality is the area of building permits and inspections. The City currently utilizes SunGard software for its finance software, so the selected vendor will need to ensure that their software is able to work with the City's financial software.
- C. SOW:** The Scope of Work, as may be modified through negotiation and/or by written addendum, will be made a part of the Agreement. Through this RFP, it is specifically intended to procure the following:

A customized off-the-shelf software solution that will support automation of all necessary functions related to the overall permit process. The software will contain the following functions to the greatest extent possible:

- **Permitting:** Monitor all public and private building activity, issue a variety of permit types (building, grading, mechanical, electrical, and encroachments, etc), link to related records, account for all appropriate fees, and validate contractors.
- **Inspection Tracking and Scheduling:** Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities.
- **Plan Application Tracking:** Provide on-line and reporting capabilities of all plan check and review activities from permit issuance to project.
- **Reporting:** Generation of ad-hoc reports using any combination of all data elements maintained by land use and permitting systems.
- **Code Enforcement:** Allows for the monitoring of codes and management of violations associated with all building projects.
- **Development Review and Tracking:** Necessary software tools and integrated databases for central coordination and tracking of the general development review processes.
- **Electronic Plan Review Management:** Fully integrated electronic plan review management tool to concurrently review plans, redline, comment, upload, convert plans to PDF and publish/share with the applicant. Users can easily identify changes made from one submittal to the next.
- **Public Online Application Submittal, Complaint and Inquiry Capabilities:** The software will have the capability to integrate with existing web site and allow public online submittal of complaints, access of information, online permit applications, and plan submittal.
- **Complete software documentation** for support staff, users, and administrators.

Additionally, to the extent possible, the City would like the software to incorporate

- Mobility/In-Field Usage: View, schedule and modify inspections and record notes while in the field from laptops, PDAs, iPads and tablet devices. Have the ability to quickly access all contact details for the owner, applicant, contractor or complainant. Retrieve data by searching any parameter, including permit #, contractor, address, etc.
- Capability to integrate to the following systems:
 - Geographic Information System
 - Document Imaging System
- Capability to track planning and zoning applications.

The Scope of Work must include implementation services, including, but not limited to:

- Software installation and setup
- Data conversion
- Template and application form development
- Web integration services
- Application Integration services
- Testing, including acceptance testing
- Training for support staff, end users, and administrators
- Associated vendor project management
- Software maintenance and warranty services.

The Scope of Work must also include a schedule of deliverables and milestones associated with each of the above modules or phases. A solution that will provide a high level of functionality with ease of use is desired. Consideration will be given to a well-designed and proven software system that has excellent vendor support, rich capabilities, and robust ad hoc reporting tools.

D. Proposal Contact Information: For questions regarding this RFP please contact:

Mr. Rian Harkins, AICP
Planning Director
Interim Public Works Director
400 E Military Avenue
Fremont, NE 68026
Phone: (402) 727-2636
Email: rian.harkins@fremontne.gov

Or

Mr. Don Simon
Chief Building Official
400 E Military Avenue
Fremont, NE 68026
Phone: (402) 727-2636
Donald.simon@fremontne.gov

E. Proposal Submission Information: All proposals must be in conformance with the submittal instructions provided in Section II of this RFP and received no later than 6 Sept 2013 at 2pm CDT.

Mark Envelope with the title "Development Software RFP"

Please submit three paper copies of your submittal and one electronic copy on CD or DVD. The electronic copy shall be submitted in PDF format. All responses must be submitted in the form set forth in this RFP, sealed and delivered to:

City of Fremont

Attn: Kimberly Volk, MMC

City Clerk

400 E Military Avenue

Fremont, NE 68026

Note: While proposals will be collected by the City Clerk, please address them to the Planning Director.

All proposals received after the deadline will be considered non-responsive and shall be returned to the Vendor unopened. No faxed or emailed proposals will be accepted.

Section II – Proposal Format and Evaluation Process

A. To simplify the evaluation process, the Vendor's proposal shall be submitted in the format outlined below:

- 1. Letter of Transmittal** – The proposal letter shall be addressed to the Contact listed and shall include the complete name of the firm or person(s) submitting the proposal, the main office address, primary contact person's name, title, telephone number, email as well as a signature of representative legally authorized to bind the proposal.
- 2. Table of Contents** – Clearly defined sections and pages numbered.
- 3. Executive Summary** – A summary of the proposal stating the proposer's understanding of the requested system and highlights of the proposed solution.
- 4. Vendor Profile and Qualifications** – Include vendor and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the solution.
- 5. Experience** – Provide a description of local government experience and experience completing similar projects.
- 6. References** – Provide at least five (5) references of current clients of similar scope with the proposal. Include name, title, address, phone number and email of contact person.
- 7. Software Description** – Provide screen shots and an overview of the system's features.
- 8. Technical Requirements** – All hardware requirements, system software, and application requirements must be listed.
- 9. Implementation Services/Scope of Work** – Provide a sample project management plan including reasonable target dates. This section must also outline key activities, work products and assumptions.
- 10. Training** – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided.
- 11. Support and Maintenance** – Provide support services including provisions of regular updates and new releases, as well as technical consultation and support.
- 12. Cost Proposal** – Please provide costs for licensing, maintenance, training and any additional services.
- 13. Additional Information** – Please provide any other information you feel is important for consideration in our evaluation of proposals.

B. Proposal Evaluation and Selection Process

Following the submission deadline, a selection committee will evaluate all responses and short-list the proposing vendors. Responders will be notified and finalists will be invited to present demonstrations to our staff if necessary. After all demonstrations are completed, the selection committee shall reconvene to either make a decision or to request further information.

The selection committee will then make recommendations regarding the selection and request authorization to enter into a contract with the approved vendor. The committee reserves the right to accept/reject any or all proposals. Submission of a proposal indicates acceptance of the conditions contained in the RFP and an agreement to negotiate a contract for services. An award can be made on the basis of greatest benefit to the City of Fremont.

Section IV – Additional Information

Questions/Additional Requirements:

Right to Cancel – The City of Fremont reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and/or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

No Award – Recipients of this RFP are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting, offering or awarding a contract, representation or agreement of any kind.

Not Liable for Costs – The City is not liable and will not be responsible for any costs incurred by any vendor(s) for the preparation and delivery of the RFP responses, nor will we be liable for any costs incurred prior to the execution of an agreement, including but not limited to, presentations by RFP finalists.

Property of the City – Responses to this RFP will become the property of the City and will form the basis of negotiations of an agreement with the apparent successful vendor.

Waiver of Irregularities – The City reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

No Obligation to Buy – The City reserves the right to reject any or all proposals at any time without penalty and from contracting with any vendor. The release of this RFP does not convey the initiation of a purchase.

Withdrawal of Proposals – Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Errors in Proposal – The City will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.

Corrections or amendments due to errors identified in the vendor's Proposal may be accepted if this type of correction or amendment is due to typing, transposition or any other obvious errors. Vendors are liable for all errors or omissions contained in their proposals.

After opening and reading proposals, they will be checked for correctness. If, after the opening and tabulation of proposals, a vendor claims error and requests to be relieved of award, s/he will be required to promptly present certified work sheets. The RFP contact will review the work sheets and if the RFP Contact is convinced, by clear and convincing evidence, that an honest, mathematically excusable error or critical omission of costs has been made, the vendor may be relieved his/her proposal.